

**Michigan Department of
Labor and Economic Growth**



SKILL IN LEADING

A Supervisor Gets Results Through People

Foundations of Good Job Relations

- 1 - Let each worker know how he/she is getting along.
- 2 - Give credit when done.
- 3 - Tell people in advance about changes that will affect them.
- 4 - Make best use of each person's ability.

**PEOPLE MUST BE TREATED AS
INDIVIDUALS!**

Consultation Education and Training Division

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HOW TO HANDLE A PROBLEM

STEP 1 GET THE FACTS.

Review the record.
Find out what rules and plant customs apply.
Talk with individuals concerned.
Get opinions and feelings.
Be sure you have the whole story.

STEP 2 WEIGH AND DECIDE.

Fit the facts together.
What possible actions are there?
Consider objective and effect on individual,
group, and production.
Don't jump to conclusions.

STEP 3 TAKE ACTION.

Do you need help in handling?
Should you defer action at present?
Should you refer this to your supervisor?
Watch the timing of your actions.
Don't pass the buck.

STEP 4 CHECK RESULTS.

Explain why action was taken.
Watch for changes in output, attitudes, and
relationships
Did your action help operations?